

Arkansas State Library

**LSTA Five-Year Plan  
2003-2007**

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# Arkansas State Library

## Agency Mission Statement

The mission of the Arkansas State Library is to serve as the information resource center for state agencies, legislators and legislative staffs; to provide guidance and support for the development of local public libraries and library services; and to provide the resources, services, and leadership necessary to meet the educational, informational, and cultural needs of the citizens of Arkansas.

## Needs Assessment

**Need 1:** Citizens of Arkansas need electronic information available through libraries of all types services that are educational and social in content.

*Falling through the Net: Defining the Digital Divide*,<sup>1</sup> lists Arkansas with 37.3% of households having computers and 26.5% Internet access. The averages for the United States are 51% households with computers and 41.5% with Internet access. In this document, Arkansas ranks 49<sup>th</sup> in households having computers and 49<sup>th</sup> in households having Internet access.

Arkansas is a relatively poor state. According to the 2000 U.S. Census<sup>2</sup>, 14.7% of the population was below poverty level in 1999. One county has 32.7 % below poverty level. This poverty level helps explain the lack of computer access in Arkansas.

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<sup>1</sup> U.S. Department of Commerce, National Telecommunications and Information Administration, *Falling through the Net: Defining the Digital Divide*, July 1999 and October 2000.

<sup>2</sup> U.S. Bureau of the Census, U.S. Department of Commerce, Census 2000 Demographic Summary File 3 Profiles, Arkansas, June 4, 2002.

<http://www.aiea.ualr.edu/csdc/Census2000/DemoProfiles/Tables/Poverty3.html>

**Need 2:** Libraries of all types need to establish consortia and share resources.

The reduction in State Aid to Public Libraries, from \$4.9 million in FY 2001 to \$2 million in FY 2002 and to \$500,000 in FY 2003, has affected public libraries in many areas. This cut has generated different types of need for public libraries from interlibrary loan to hours of operation. ASL Interlibrary loan usage has increased over the past year and will continue increasing not only because of budget cuts but also because regional libraries are breaking up. Small public libraries relied on the regional headquarters for interlibrary loan, reference services, cataloging information, and general administrative information.

Public libraries across Arkansas will need the services and experience ASL can offer through LSTA funded projects such as interlibrary loan, reference services, cataloging services, consulting services, workshops, and the Traveler Full-Text Database project.

**Need 3:** Librarians from all types of libraries need educational resources in a variety of formats.

Since the inception of LSTA, the annual Children's Workshop has grown to include school librarians. These librarians have indicated that programs for school librarians are lacking in Arkansas. Some school librarians have said that this workshop is the only continuing education program available to them. ASL will explore the possibility of expanding services to school librarians.

**Need 4:** Library and information services are needed for Arkansans having difficulty using a library.

The State Institutional Library Services Program and the Library Services to the Blind and Physically Handicapped serve segments of the population of Arkansas who would otherwise have no library services. These programs serve populations who cannot get to a library because of incarceration or mental disabilities and those people who cannot use regular library items due to visual or physical disabilities.

ASL conducted a survey that was sent to all types of libraries (public, academic, special, and school). The results have been instrumental in formulating this five-year plan. ASL will concentrate on areas that show an unawareness of services and on those areas that are consistently used by libraries of all types. Survey results and the 1998-2002 LSTA Five-Year Plan Evaluation are available through the ASL web page at <http://www.asl.lib.ar.us/lsta2002report.htm>

Periodic updating of the needs assessment may include research of published articles and statistical information, communication with public librarians through the Extension Services Office, communication with school, academic, and special libraries, surveys, and focus groups when needed.

## **Goals**

The ASL goals were formulated using the Needs Assessment in coordination with the Library Services and Technology Act.

**Goal 1:** Link Arkansas libraries electronically with educational, social, or information services. **Need 1.**

**Goal 2:** Encourage Arkansas libraries of all types in all areas of the state to establish consortia and share resources. **Need 2.**

**Goal 3:** Provide access to information and educational resources in a variety of formats for individuals of all ages. **Need 3.**

**Goal 4:** Promote targeted library and information services to Arkansans having difficulty using a library. **Need 4.**

**Goal 5:** Provide leadership and services to carry out the purposes of the Library Services and Technology Act.

## **Priorities**

The Arkansas State Library has established the following priorities for the use of LSTA funds for the five-year period FY 2003-2007. The State Library Board may establish additional priorities.

- Access to Information
- Resource Sharing
- Education and Training
- Services to libraries and to persons needing special services.

## **Evaluation Plan**

Evaluation of the LSTA Five-Year Plan will be an on-going project that will be based on annual reports. Evaluations of programs will include different methodologies depending on the type of program being evaluated and listed with the description of each program. Standard measures, such as surveys, data collection, record keeping, pre-and post- assessments, observation, and other tools will be used to measure outcomes, outputs, quality, quantity, cost-effectiveness, and impact of each project.

## **Programs and Activities**

The success of the Library Services and Technology Act program in Arkansas depends on the accomplishment of the goals established for programs and activities. For FY 2003-2007, ASL plans a wide variety of programs and activities consistent with LSTA purposes and, at the same time, designed to meet state goals and priorities.

**Goal 1:** *Link Arkansas libraries electronically with educational, social, or information services.*

**Output:** Number of libraries registered for *Traveler*.

Benchmark	Applied To	Data Source	Data Intervals	Target
# and % of libraries registered for <i>Traveler</i>	Arkansas libraries of all types	<i>Traveler</i> Roster of registered libraries	Annual	95% of libraries of all types will be registered <i>Traveler</i> users by 2007

**Program:** *Traveler Full-Text Database Project*

**Targeted Population:** Arkansas libraries of all types

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

#### Activities

- ◆ Provide access to full-text databases and indexing services free of charge to all types of libraries statewide.
- ◆ Develop and implement one or more statewide contracts for libraries to use full image/text services.
- ◆ Register libraries participating in *Traveler* and maintain roster of registered libraries.
- ◆ Investigate gateways/portals that will make access easier and improve the registration process. **Timeframe: 2003-2004**
- ◆ Explore alternative methods to expand statewide electronic access to information databases for Arkansas libraries.



**Program:** *Supporting and expanding statewide cooperative networks.*

**Targeted Population:** Arkansas libraries of all types

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**

- ◆ Provide and support workshops on networking, automation, and other related activities.
- ◆ Investigate the feasibility of hosting an information literature web site developed through partnerships with other libraries to promote information literacy training. **Timeline: 2003-2005**
- ◆ Encourage libraries to connect electronically with existing networks.
- ◆ Support and maintain the memberships and activities of the State Library-sponsored interlibrary loan networks: Arkansas Library Online Network (AL@N) and the AMINET regional network.
- ◆ Investigate the feasibility of expanding the statewide ILL network via the Internet. **Timeline: 2004-2006**
- ◆ Participate in the Arkansas E-Rate Workgroup with the Arkansas Office of the Governor and other state agencies.





**Goal 2: Encourage all Arkansas libraries to establish consortia and share resources.**

**Output #1: Number of libraries participating in CatExpress**

Benchmark	Applied To	Data Source	Data Intervals	Target
# and % of libraries participating in CatExpress	Libraries of all types	CatExpress registration figures	Quarterly with annual reports	5% increase annually to have at least 25 libraries participating in CatExpress by 2007

**Output #2: Number of reference requests received and answered.**

Benchmark	Applied To	Data Source	Data Intervals	Target
# and % of reference requests received and answered by ASL reference staff.	Libraries of all types	Reference request statistics	Monthly with annual reports	ASL reference staff will answer 90% of the total number of reference requests received.

**Output #3: Number of Interlibrary Loan requests received and filled**

Benchmark	Applied To	Data Source	Data Intervals	Target
# & % of ILL requests received and filled by ASL ILL staff	Libraries of all types	Interlibrary Loan statistics	Monthly with annual reports	ASL ILL staff will fill 75% of ILL requests received.

**Program:** *Resource Sharing Development*

**Targeted Population:** Arkansas Libraries of all types

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**

- ◆ Provide cataloging for all types of libraries through CatExpress.
- ◆ Provide original cataloging for libraries and/or agencies without the means to do original cataloging.
- ◆ Support the development and use of the online Arkansas union catalogs, monographs, and serials.
- ◆ Maintain OCLC/Amigos network memberships.
- ◆ Support addition of records and holdings to the OCLC database and coordinate non-OCLC library holdings input.
- ◆ Support resource sharing through collection development, cataloging, retrospective conversion, offline products, preservation, and other methods.
- ◆ Increase and maintain the ASL reference collections to enhance statewide resource sharing.
- ◆ Support and collaborate with various cooperative networks and educational institutions such as the Arkansas Library Association, Southeastern Library Association, Arkansas History Commission, Arkansas Department of Education, ArkLink, ARKNET, APSCN, COSLA, Western Council, and others.



**Program:** *Reference and Interlibrary Loan*

**Targeted Population:** Arkansas libraries of all types

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**

- ◆ Support and expand access to the Arkansas Reference and Interlibrary Loan Network (ARIN) at ASL to include all types of libraries.
- ◆ Act as the statewide referral center for ILL requests.
- ◆ Provide information services to libraries statewide, state government, businesses, and Arkansas citizens.



**Goal 3:** *Provide access to information and educational resources in a variety of formats.*

**Output #1:** Number publications and exhibits.

Benchmark	Applied to:	Data Source	Data Intervals	Targets
# and % of issues of “ <i>the news</i> ” produced	Libraries of all types.	Newsletter	Annual	At least 4 issues of “ <i>the news</i> ” will be published annually.
# and % of times ASL exhibits at different venues	Arkansas citizens.	Information Officer	Annual	ASL will exhibit in at least 4 events annually.
# and % of news releases produced	Arkansas Citizens	Information Officer	Annual	ASL will promote library programs via news releases at least 4 times annually

**Output #2:** Number of state documents collected and distributed to Arkansas State Documents depository libraries.

Benchmark	Applied to:	Data Source	Data Intervals	Targets
# and % of state documents collected for distribution	Arkansas libraries participating in the State Documents Depository Program	Document check-in records  Distribution records	Annual	15,000 state documents will be collected and distributed annually to 26 Arkansas state documents depository libraries.

**Output #3:** Number of participants in the annual “Letters About Literature” contest for children in grades 4 through 12.

Benchmark	Applied to:	Data Source	Data Intervals	Targets
# and % of children participating in the “Letters About Literature” contest	Children in grades 4 – 12	Contest applications	Annual	5% increase annually in number of children participating in the “Letters About Literature” contest

**Outcome:** Number of participants demonstrating knowledge of course content.

Indicators	Data Source	Applied To	Data Interval	Targets
# and % of workshop participants who demonstrate a 75% knowledge of key course content	Pre-and Post-Surveys  Evaluation forms  Post-workshop contact	Workshop participants	Post-Workshop  3-month follow-up  3 to 5 years for follow-up survey	70% of workshop participants will demonstrate knowledge of 75 of key course material

**Outcome:** Number of librarians demonstrating knowledge of children's services after attending the annual Children's Workshop.

Indicator	Applied To	Data Source	Data Interval	Targets
# and % of librarians attending the Children's Workshop who demonstrate knowledge of 80% of the key concepts introduced in the workshop	Librarians attending the annual Children's Workshop	Evaluation Forms  Informal contact  Three-five year survey	Day of workshop  Four - six months  Three – five years	90% of librarians attending the Children's Workshop will demonstrate knowledge of 80% of the key concepts introduced in the workshop


**Program:** *Information Dissemination*

**Targeted Population:** Libraries of all types and Arkansas citizens

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**

- ◆ Promote public awareness of libraries statewide through the media.
- ◆ Publish and distribute a newsletter statewide, nationally, and on the ASL web site.
- ◆ Support and enhance the activities of the ASL Information Office
- ◆ Disseminate information to the general public and to decision-makers on an ongoing basis to ensure that Arkansans are aware of current and emerging library resources and services.
- ◆ Exhibit at tradeshow, conferences, and other public events.


- ◆ Publicize state and federal grant programs and special projects administered by ASL.
  - ◆ Utilize the ASL web page to post current information regarding programs, projects, activities, and services of ASL, other libraries, and library interest groups.
  - ◆ Collect and disseminate statistical information regarding public libraries.
  - ◆ Support ASL collaboration with the National Center for Education Statistics.
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**Program:** *Statewide Documents Services*

**Targeted Population:** Arkansas State Documents depository libraries

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**


- ◆ Collect and distribute state documents to Arkansas State Documents depository libraries.
  - ◆ Investigate alternate methods for the duplication and distribution of state documents.
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**Program:** *Statewide Preservation*

**Targeted Population:** Librarians, state and local agency personnel, and museum staff needing preservation information

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**


- ◆ Provide support for activities that will preserve the historic records of Arkansas.
  - ◆ Offer preservation workshops periodically throughout the five-years.
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**Program:** *Consultant Services*

**Targeted Population:** Public libraries of Arkansas

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**

- ◆ Provide on-site service to libraries statewide through the Extension Services section of ASL.
  - ◆ Provide trustee workshops, librarian, and staff training sessions that emphasize building community coalitions and partnerships.
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**Program:** *Training and Education***Targeted Population:** Arkansas libraries of all types**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.**Activities**

- ◆ Provide in-service training and continuing education opportunities for staff of Arkansas libraries.
- ◆ Explore the feasibility of participating in a continuing education consortium and investigating partnerships with continuing education providers.  
**Timeline: 2003-2005**
- ◆ Investigate the possibility of adding new workshops for school librarians for their continuing education requirements. **Timeline: 2004-2007**

**Program:** *Technology Training***Targeted Population:** Arkansas libraries of all types**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.**Activities**

- ◆ Provide network and computer training sessions for all types of libraries in Arkansas.
- ◆ Investigate the establishment and cost effectiveness of an ASL Technology Training Center and the creation a new staff position of Technology Trainer.  
**Timeline: 2004-2006**





**Program:** *Center for the Book*

**Targeted Population:** Arkansas citizens

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**

- ◆ Sponsor and publicize the annual “Letters About Literature” contest for school children in grades 4 through 12.
- ◆ Sponsor the annual “If All Arkansas Read the Same Book” project.
- ◆ Facilitate the Viburnam Foundation Literacy Grants, which are available to the public libraries in the state.
- ◆ Provide book arts summer workshops for children.



**Program:** *Children’s Workshop and Summer Reading Program*

**Targeted Population:** Arkansas children and children’s librarians

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**

- ◆ Provide an expanded in-service training workshop annually for librarians who specialize in children and youth services.
- ◆ Provide a statewide summer reading program for children in libraries in all Arkansas counties, including those with high percentages of low-income families.
- ◆ Investigate the feasibility of outsourcing the production of the summer reading program materials with established consortium. **Timeline: 2003**



**Goal 4:** *Promote targeted library and information services to Arkansans having difficulty using a library.*

**Output:** Number of Arkansas Citizens being served and number of materials circulated.

Benchmark	Applied To	Data Source	Data Interval	Targets
# and % of people unable to use regular print media	Arkansas citizens unable to use regular print media	Patron records	Semi-annually	15% of eligible readers will be served by ASL
# and % of materials circulated		Circulation records	Semi-annually	5% increase in materials circulated by 2007

**Output:** Number of materials purchased and distributed to Arkansas institutional libraries.


Benchmark	Applied To	Data Source	Data Interval	Targets
# and % of materials purchased, cataloged, processed, and distributed to Arkansas institutions	Arkansas institutional libraries	Purchase requests and cataloging data	Annually	2,000 print and non-print items will be purchased and distributed to 9 Arkansas state institutional libraries.

**Program:** *Library Services to the Blind and Physically Handicapped*

**Targeted Population:** Arkansans who are either visually or physically handicapped

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**


- ◆ Provide continuing support for the Regional Library Services for the Blind and Physically Handicapped at ASL to provide improved services to disabled Arkansans.
  - ◆ Provide services to the blind and physically handicapped in all 75 counties of Arkansas.
  - ◆ Provide information and referral services on disabilities to libraries, state agencies, volunteer organizations and interested citizens.
  - ◆ Encourage library efforts to comply with the Americans with Disabilities Act (ADA) on an ongoing basis.
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**Program:** *State Institutional Library Services*

**Targeted Population:** People who are in Arkansas juvenile detention centers, human development centers, or prisons

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities**

- ◆ Support library service to Arkansas residents in institutions operated by the Department of Correction and the Department of Human Services.
  - ◆ Provide assistance to libraries in collaborative efforts with community groups to aid individuals through outreach and development programs.
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**Goal 5:** *Provide leadership and services to carry out purposes of the Library Services and Technology Act.*

**Program:** *Form committees and/or use established committees for each of the four previous goals.*

**Targeted Population:** Libraries of all types

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities:**

- ◆ Conduct meetings of the specialized advisory councils and other groups that contribute toward the effective administration of LSTA.



**Program:** *Provide specialized support services at the State Library to supplement and reinforce local library programs, services, and operations.*

**Targeted Population:** Libraries of all types

**Timeline:** All activities will take place 2003-2007 unless indicated otherwise.

**Activities:**

- ◆ Fund training of ASL personnel to provide technical assistance to other libraries.
- ◆ Allocate funds for new equipment and software to provide statewide services.



## **Stakeholder Involvement**

Stakeholders for the Arkansas State Library programs include the Arkansas General Assembly, the Arkansas State Library Board, Arkansas libraries, advisory committees, citizens of Arkansas, and Institute of Museum and Library Services.

Stakeholder involvement includes, but is not limited to, quarterly Arkansas State Library Board meetings and scheduled and periodic advisory committee meetings. Communication with the Arkansas General Assembly and the liaison to the Office of the Governor will maintain involvement with these stakeholders. Formal and informal communication with librarians of Arkansas and customer surveys to the citizens of Arkansas will keep these stakeholders involved in ASL programs and projects.

## **Communication and Public Availability**

A draft of the ASL LSTA Five-Year Plan will be placed on the ASL web site for review and comment. Comments will be taken into consideration for finalizing the plan.

The Arkansas State Library LSTA Five-Year Plan will be available through the ASL web site. Copies will be given to the Arkansas State Library Board, Stakeholders, and the ASL State Documents depository.

## **Monitoring**

Monitoring of programs by ASL staff will be continuous. Programs will be planned, implemented, and supervised by ASL section coordinators. The LSTA Coordinator will monitor programs through reports by staff, site visits, and communication with ASL coordinators.